**Job Title:** Team Coordinator

**Department/ Team:**  Office, Administration and Travel Team

**Role reports to:** Office Manager

**Direct & Indirect reports:** N/A

**Usual work location:**  London Office

**Job Purpose:**

Promote and facilitate an inspiring, uplifting and efficient department by engaging in synergistic teamwork to support; a well-considered front of house function, orderly facilities and office maintenance, methodical health & safety procedures, agile administrative and project contributions, efficient travel coordination and expertly curated company events and occasions.

**Key Areas of Responsibility:**

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| **Area of Responsibility** | **Brief Description** |
| *Front of House & Hospitality* | * Deliver outstanding visitor experience with a welcoming and professional environment that reflects ITOPF’s values from the moment guests arrive.
* Oversee the telephone digital switchboard ensuring smooth and responsive communication.
* Coordinate internal catering to enhance guest hospitality.
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| *Workspace & Building Facilities* | * Conduct daily housekeeping tasks and checks to maintain a high standard of workplace presentation and functionality.
* Liaise with the building operational team to ensure the workplace is safe, efficient and inspiring.
* Manage operational accounts, services and contractors to support the day-to-day running of the office.
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| *Health & Safety*  | * Champion a culture of safety by assisting within ITOPF’s H&S Management System.
* Empower safe and informed travel by conducting thorough and proactive travel risk assessments.
* Play a key role in shaping a safety-first culture in the induction process of new starters.
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| *Team Engagement Activities* | * Foster a vibrant and connected workplace culture with meaningful team wellness and engagement initiatives.
* Create a warm and memorable welcome for new team members with thoughtful first day experiences.
* Keep the workspace fresh and inspiring by regularly refreshing office displays and aesthetics.
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| *Travel Related Duties* | * Deliver seamless travel experiences by providing proactive travel coordination and dedicated support.
* Handle financial and administrative reports and queries with precision and responsiveness.
* Execute travel compliance with health checks and record maintenance to protect both people and purpose.
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| *Event Planning* | * Lead end-to-end planning and delivery of impactful ITOPF-hosted events for external national and international audiences.
* Provide insightful post-event analysis and budget updates driving continuous improvement in event strategy and execution.
* Bring the team together throughout the year by supporting a dynamic calendar of in-house and social events.
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| *Clerical & Administrative* | * Ensure smooth daily operations by managing core activities such as the central diary system, minute taking, room booking and calendar coordination.
* Monitor central and departmental inboxes and channels to maintain clear, timely and professional communication across the company.
* Provide creative and innovative ideas and smart software solutions to support the wider team and improve administrative systems, team productivity and value to projects.
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**Knowledge & Experience:**

* Fluent English and strong writing abilities.
* Strong computer literacy and advanced capability with Microsoft Office Suite, Word, Excel, PowerPoint, Outlook, and Teams. Competent using software graphics such as Adobe Illustrator, Photoshop and Adobe Acrobat.
* Experience in secretarial and/or administration skills with relevant work experience.
* Experience of one or more office disciplines; workplace coordination, event management, travel planning or office health and safety.

**Circumstances**

All roles in ITOPF are office based, and we operate a discretionary flexitime system. This role is minimum 4 days working in the office with flexibility to work from home 1 day a week.

**Fundamental Job Functions**

* Any additional duties as required from time to time appropriate to the level of post to assist in the efficient running of the company and fulfilment of its strategic objectives.
* Always comply with record keeping, data protection and confidentiality of information acquired during the course of employment.
* Always consider and take responsibility for the health and safety of self and others, and adhere to health and safety guidance at all times.
* Understand and apply ITOPF’s policies and procedures
* Proactively consider your own professional development and that of your team, ensuring your skills and knowledge remain current and engage in ITOPF’s systems for development, such as annual reviews, formal and on-the-job learning opportunities.